

# Student Success Initiative Year Three/Summative Report

As part of CSUSB's commitment to our students and our accountability regarding the use of their student success fees, it is important to periodically provide detailed, succinct information regarding how SSI funds were utilized to support specific outcomes-based programs, the intended goals and outcomes of those projects or programs, the measures used to assess said outcomes, the results of those measures.

Please use the following template when preparing your unit's Year Three/Summative Report for the SSI Executive Committee. Keep in mind this report should serve as both a summary of your Year Three activities, as well as a cumulative report of your project's/program's experience and results over the course of the entire three-year period since SSI funds were first allocated.

Reports will be due to *your respective vice president or dean* by April 15. Should you have any questions or concerns regarding the completion of this report, please contact *Joanna Oxendine* via email at [joxendin@csusb.edu](mailto:joxendin@csusb.edu).

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## CONTACT INFORMATION

**Department/Unit Receiving Funding:** Office of Community Engagement

The Office of Community Engagement does not receive a direct SSI funding allocation. We did receive pass through funds from Student Leadership and Development for Years 1-3, pass through funds from Career Development Center for Years 1-2, and pass through funds from Alumni Affairs for Years 1-2.

**University Division:** Academic Affairs

**Name and Title of Person Responsible for Overseeing Your Department's SSI Activities:** Diane Podolske, Director

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## Office of Community Engagement SSI Program Overview

**Goal 1: Promote a sense of social responsibility in CSUSB students.**

Outcome: CSUSB students increase their participation in service activities with reciprocal benefit.

**Goal 2: Promote an understanding and appreciation of cultural and human differences in CSUSB students.**

Outcome: CSUSB students increase their value of the worth of individuals and communities both similar and different than their own.

**Goal 3: Promote a sense of civic responsibility in CSUSB students.**

Outcome: CSUSB students increase their understanding of the importance and relevance of governance systems.

**SSI-FUNDED ACTIVITIES:** (Please list and describe the activities undertaken for each year of the initial SSI allocation. If no activities were undertaken or funded for a particular year, please explain why.)

## Year 1

### **Goal 1: CSUSB students will develop a greater level of social responsibility.**

Activity 1: Develop and implement the annual Community Engagement and Volunteer Fair.

The Fair brings over 30 nonprofit agencies to campus for a one day event to promote volunteer opportunities and public sector internships to CSUSB students, faculty and staff. The Fair was funded with pass through dollars from the Career Development Center and Student Leadership and Development.

Activity 2: Develop and implement training for philanthropy chairs in CSUSB student organizations and Greek Chapters.

All costs for this activity were funded with pass through dollars from Student Leadership and Development.

#### 2.1: Annual Club Conference presentation

Philanthropy and service chairs from various student organizations/Greek Chapters receive in-depth training on all aspects of successful service/philanthropy programming, including marketing, event planning, volunteer recruitment, sponsorships and record keeping.

#### 2.2: Weekly service project emails advertising service activities

Philanthropy/service chairs and other interested students receive weekly emails with current volunteer opportunities at local nonprofits, schools and government agencies.

### **Goal 2: CSUSB students will develop an understanding and appreciation of cultural and human differences.**

Activity 1: Develop and implement the Alternative Break Program.

#### 1.1: Alternative Spring Break

The Alternative Spring Break is a drug/alcohol free trip that promotes service learning, develops leadership skills, and creates strong bonds among its participants. Students spend their Spring Break week in Big Bear volunteering for several nonprofit agencies, and they also participate in multiple outdoor recreation activities. The program was developed in partnership with and funding from ASI, Outdoor Recreation and Student Leadership and Development.

#### 1.2: Alternative Summer Break

The Alternative Summer Break was modeled on the successful Spring Break program, with enhanced learning opportunities and cultural experiences by leaving the Inland Empire and traveling to Monterey Bay. The program was developed in partnership with and funding from ASI, Outdoor Recreation and Student Leadership and Development.

Activity 2: Recruit and facilitate student participation in Service Learning Internships.

#### 2.1: Career Development Center Internships

Service learning internships provide students with an opportunity to earn academic units and gain professional work experience by completing an in-depth service experience with a nonprofit, school or government agency. Students enroll in an internship/independent study course and are placed in an internship experience that is relevant to their major/career goals. After students complete all of the requirements for academic credit, which typically include at least 100 hours of service and a reflective essay, they receive a \$1,000 stipend to assist with academic expenses. The stipend was provided with pass through dollars from the Career Development Center.

#### 2.2: Alumni Affairs Internships

The same service learning internship program, with student stipends funded by pass through dollars from Alumni Affairs.

Activity 3: Facilitate service opportunities for the G.I.V.E. living/learning community.

Several service opportunities were created and facilitated for students living in the G.I.V.E. living/learning community. Leadership development opportunities were also provided for the G.I.V.E. Resident Assistant.

Activity 4: Facilitate student participation in the DisAbility Sports Festival.

The DisAbility Sports Festival provides opportunities for people of all abilities to participate in a wide variety of physical activities. CSUSB students serve as the primary volunteers for this event, with OCE providing the volunteer coordination.

## Year 2

**Goal 1: CSUSB students will develop a greater level of social responsibility.**

Activity 1: Develop and implement the annual Community Engagement and Volunteer Fair.

The Fair brings over 40 nonprofit agencies to campus for a one day event to promote volunteer opportunities and public sector internships to CSUSB students, faculty and staff. The Fair was funded with pass through dollars from the Career Development Center and Student Leadership and Development.

Activity 2: Develop and implement training for philanthropy chairs in CSUSB student organizations and Greek Chapters.

All costs were funded with pass through dollars from Student Leadership and Development.

2.1: Annual Club Conference presentation

Philanthropy and service chairs from various student organizations/Greek Chapters receive in-depth training on all aspects of successful service/philanthropy programming, including marketing, event planning, volunteer recruitment, sponsorships and record keeping.

2.2: Weekly service project emails advertising service activities

Philanthropy/service chairs and other interested students receive weekly emails with current volunteer opportunities at local nonprofits, schools and government agencies.

Activity 3: Promote student participation in National Days of Service.

Student volunteers were referred to the local United Way's Make a Difference Day event. OCE also coordinated a MLK Day service project at Central City Lutheran Mission with the SAAB, SAAS, and Black Scholars student organizations. All costs for this activity were funded with pass through dollars from Student Leadership and Development and the Career Development Center.

Activity 4: Develop and implement the annual Coyote Cares Day.

Coyote Cares Day is a one day service event where students complete projects to benefit San Bernardino residents. The event provides students with the opportunity to engage and learn about local nonprofit agencies, including opportunities for on-going volunteer service. The day of service is also a celebration of the Points of Light National Volunteer Week. Costs for this activity were funded through partnerships with ASI, Outdoor Recreation, Coyote Radio, Student Leadership and Development, the Career Development Center and a variety of nonprofit agency partners.

**Goal 2: CSUSB students will develop an understanding and appreciation of cultural and human differences.**

Activity 1: Develop and implement the Alternative Break Program.

1.1: Alternative Spring Break

The Alternative Spring Break is a drug/alcohol free trip that promotes service learning, develops leadership skills, and creates strong bonds among its participants. Students spend their Spring Break week in Big Bear volunteering for several nonprofit agencies, and they also participate in multiple outdoor recreation activities. The program was developed in partnership with and funding from ASI, Outdoor Recreation and Student Leadership and Development.

## 1.2: Alternative Summer Break

The Alternative Summer Break was modeled on the successful Spring Break program, with enhanced learning opportunities and cultural experiences by leaving the Inland Empire and traveling to San Francisco. The program was developed in partnership with and funding from ASI, Outdoor Recreation and Student Leadership and Development.

### Activity 2: Recruit and facilitate student participation in Service Learning Internships.

#### 2.1: Career Development Center Internships

Service learning internships provide students with an opportunity to earn academic units and gain professional work experience by completing an in-depth service experience with a nonprofit, school or government agency. Students enroll in an internship/independent study course and are placed in an internship experience that is relevant to their major/career goals. After students complete all of the requirements for academic credit, which typically include at least 100 hours of service and a reflective essay, they receive a \$1,000 stipend to assist with academic expenses. The stipend was provided with pass through dollars from the Career Development Center.

#### 2.2: Alumni Affairs Internships

The same service learning internship program, with student stipends funded by pass through dollars from Alumni Affairs.

### Activity 3: Facilitate service opportunities for the G.I.V.E. living/learning community.

Several service opportunities were created and facilitated for students living in the G.I.V.E. living/learning community. Leadership development opportunities were also provided for the G.I.V.E. Resident Assistant.

### Activity 4: Facilitate student participation in the DisAbility Sports Festival.

The DisAbility Sports Festival provides opportunities for people of all abilities to participate in a wide variety of physical activities. CSUSB students serve as the primary volunteers for this event, with OCE providing the volunteer coordination.

## **Goal 3: CSUSB students will develop a sense of civic responsibility.**

### Activity 1: Facilitate student voter registration and voting behavior.

Students were encouraged to register to vote through a voter registration table, a fun photo booth activity, and "Rock the Vote" concert in the student union. During the summer SOAR orientation, incoming students are provided the opportunity to register to vote, including assistance with completing a voter registration card correctly. Funding was provided through pass through monies from Student Leadership and Development.

### Activity 2: Promote the Coyote Pledge and its principles.

Started promotional activities for students, faculty and staff to take a pledge to serve others as an important, universally held value at CSUSB. Developed pledge card template and advertised the pledge in combination with OCE sponsored events. Funding was provided through pass through monies from Student Leadership and Development.

### Activity 3: Promote the Leave Your Pawprint campaign.

Began conversations with key campus stake holders about the concept of encouraging students to "leave their pawprint" on campus and the community through intentional volunteer and leadership activities. Designed logo and t-shirt for the campaign. Funding was provided with pass through funds from the Career Development Center.

Activity 4: Recruit and facilitate student participation in Washington DC service learning internships.

4.1: Washington Center Internship

Recruited and facilitated student participation in the national Washington Center Internship program, including program paperwork, students' "soft skill" preparation, and success/progress checks. Financial support for the intern was provided by the Stand Up for San Bernardino trust fund.

4.2: Panetta Congressional Internship

Recruited and facilitated student participation in the Panetta Congressional Internship program, including coordination with the President's Office and student's department chair to comply with program requirements.

### Year 3

#### **Goal 1: Promote a sense of social responsibility in CSUSB students.**

Activity 1: Develop and implement the annual Community Engagement and Volunteer Fair

The Fair brings over 40 nonprofit agencies to campus for a one day event to promote volunteer opportunities and public sector internships to CSUSB students, faculty and staff. The Fair was funded with pass through dollars from Student Leadership and Development and the SSI Executive Committee.

Activity 2: On-going training and awareness of volunteer opportunities for student leaders in CSUSB student organizations and Greek Chapters.

2.1: Annual Club Conference presentation

Philanthropy and service chairs from various student organizations/Greek Chapters receive in-depth training on all aspects of successful service/philanthropy programming, including marketing, event planning, volunteer recruitment, sponsorships and record keeping. The training session has been enhanced with a new printed and electronic "how to" manual, which includes sample documents, checklists and worksheets. Funding was provided with pass through dollars from Student Leadership and Development.

2.2: Weekly service project emails advertising service activities

Philanthropy/service chairs and other interested students receive weekly emails with current volunteer opportunities at local nonprofits, schools and government agencies. Funding for the graduate assistant responsible for this effort was provided by the SSI Executive Committee.

2.3: Maintain on-line volunteer opportunities postings

The OCE website added a new page of current volunteer opportunities that are vetted for CSUSB students and student organizations. Student leaders were reminded weekly to check the website for new postings. The new webpage was highlighted during office presentations to student organizations. Funding for the graduate assistant responsible for this effort was provided by the SSI Executive Committee.

Activity 3: Promote student participation in National Days of Service.

Student organizations/Greek Chapters volunteered on MLK Day to prepare a community garden for planting. Representatives from Arrowhead United Way and Catholic Charities provided an overview of their programs, including opportunities for volunteer service. Student organization leaders received email referrals about service opportunities for Make a Difference Day. For the 9/11 Day of Service and Remembrance, students installed a sprinkler system at Central City Lutheran Mission and created cards to thank veterans. The effort was funded by Student Leadership and Development.

Activity 4: Develop and implement the annual Coyote Cares Day.

Coyote Cares Day is a one day service event where students complete projects to benefit San Bernardino residents. The event provides students with the opportunity to engage and learn about local nonprofit agencies, including opportunities for on-going volunteer service. The day of service is also a

celebration of the Points of Light National Volunteer Week. Costs for this activity were funded through partnerships with ASI, Outdoor Recreation, Coyote Radio, Student Leadership and Development, the SSI Executive Committee and a variety of nonprofit agency partners.

Activity 5: SOAR volunteer service project.

Incoming freshman at both the PDC and CSUSB campuses were provided the opportunity to make greeting cards and coloring books to benefit local nonprofits. Students received information about volunteer opportunities and our campus' commitment to serve our local communities. Funding was provided with pass through dollars from Student Leadership and Development and the SOAR program.

**Goal 2: Promote an understanding and appreciation of cultural and human differences in CSUSB students.**

Activity 1: Develop and implement the Alternative Break Program.

1.1: Alternative Spring Break

The Alternative Spring Break is a drug/alcohol free trip that promotes service learning, develops leadership skills, and creates strong bonds among its participants. Students spend their Spring Break week in Big Bear volunteering for several nonprofit agencies, and they also participate in multiple outdoor recreation activities. The program was developed in partnership with and funding from ASI, Outdoor Recreation, and Student Leadership and Development.

1.2: Alternative Summer Break

The Alternative Summer Break was modeled on the successful Spring Break program, with enhanced learning opportunities and cultural experiences by leaving the Inland Empire and traveling to Alaska. The program was developed in partnership with and funding from ASI, Outdoor Recreation, and Student Leadership and Development.

Activity 2: Facilitate service opportunities for the G.I.V.E. living/learning community.

Several service opportunities were created and facilitated for students living in the G.I.V.E. living/learning community. Leadership development opportunities were also provided for the G.I.V.E. Resident Assistant.

Activity 3: Facilitate student participation in the DisAbility Sports Festival.

The DisAbility Sports Festival provides opportunities for people of all abilities to participate in a wide variety of physical activities. CSUSB students serve as the primary volunteers for this event, with OCE providing the volunteer coordination.

**Goal 3: Promote a sense of civic responsibility in CSUSB students.**

Activity 1: Facilitate new student voter registration and voting behavior.

During the summer SOAR orientation, incoming students are provided the opportunity to register to vote, including assistance with completing a voter registration card correctly.

Activity 2: Promote the Coyote Pledge and its principles.

Implemented promotional activities for students, faculty and staff to take a pledge to serve others as an important, universally held value at CSUSB. Developed pledge cards and advertised the pledge in combination with OCE sponsored events. In addition, ASI developed a promotional video for taking the Coyote Pledge that featured student leaders, CSUSB staff, and President Morales. Funding for the OCE events was provided by the SSI Executive Committee.

Activity 3: Promote the Leave Your Pawprint campaign.

Assisted Outdoor Recreation in developing monthly weekend trips that featured both service opportunities and outdoor activities. Student participants received a Leave Your Pawprint t-shirt to wear during the service portion of the trip. Funding for the t-shirts was provided by the SSI Executive Committee, and trip funding was sponsored by Outdoor Recreation.

Activity 4: Recruit and facilitate student participation in Washington DC service learning internships.

4.1: Washington Center Internship

Recruited and facilitated student participation in the national Washington Center Internship program, including program paperwork, students' "soft skill" preparation, and success/progress checks. Funding for the Washington Center intern was provided directly from Alumni Affairs.

4.2: Panetta Congressional Internship

Recruited and facilitated student participation in the Panetta Congressional Internship program, including coordination with the President's Office and student's department chair to comply with program requirements.

Activity 5: Develop and implement CSUSB's Week of Engagement programs.

The campus community had an opportunity to engage in a variety of educational and service opportunities related to hunger and poverty, including a hunger challenge, food drive, hygiene kit assembly event, educational speakers, and service with the Union Rescue Mission in Los Angeles. A highlight of the week was celebrating OCE's 15<sup>th</sup> anniversary with an "engagement party." Funding was provided by the SSI Executive Committee.

**ACCOMPLISHMENTS/PROGRESS TOWARDS OUTCOMES:** (Describe the progress you have made each year toward your original SSI goals and outcomes. Indicate clearly how student success was enhanced by your program or service/s. Be sure to include the measures you employed and evidence/data you collected for each outcome where appropriate.)

<b>Goal 1: Promote a sense of social responsibility in CSUSB students.</b>				
Outcome: CSUSB students increase their participation in service activities with reciprocal benefit.				
<b>Activities</b>	<b>Measures</b>	<b>Year 1 Results</b>	<b>Year 2 Results</b>	<b>Year 3 Results</b>
Community Engagement and Volunteer Fair	Attendance, President's Volunteer Service Award applications	250 students, 30 agencies, 94 award applications	300 students, 40 agencies, 103 award applications	500 students, 42 agencies, award applications due on May 1
Training for student organizations/Greek Chapters	Satisfaction survey, President's Volunteer Service Award applications	32 students, survey results as "satisfied or highly satisfied," 94 award applications	29 students, survey results as "satisfied or highly satisfied," 103 award applications	33 students, survey results as "satisfied or highly satisfied," award applications due May 1
National Days of Service	Attendance, President's Volunteer Service Award applications	program began in year 2	103 award applications	award applications due May 1
Coyote Cares Day	Attendance, President's Volunteer Service Award applications, social media posts	program began in year 2	103 award applications	award applications due May 1
SOAR Volunteer Service Project	President's Volunteer Service Award applications	program began in year 3	program began in year 3	award applications due May 1

<b>Goal 2: Promote an understanding and appreciation of cultural and human differences in CSUSB students.</b>				
Outcome: CSUSB students increase their value of the worth of individuals and communities both similar and different than their own.				
<b>Activities</b>	<b>Measures</b>	<b>Year 1 Results</b>	<b>Year 2 Results</b>	<b>Year 3 Results</b>
Alternative Break Program	Post-event student reflections, social media posts	50 students, very positive reflection papers, reported it was a good use of SSI funds	50 students, very positive reflection papers, reported it was a good use of SSI funds	50 students, very positive reflection papers, reported it was a good use of SSI funds
Service Learning Internships	Student and site host evaluations	30 interns, very positive evaluations from both students and site hosts	37 interns, very positive evaluations from both students and site hosts	Program defunded
G.I.V.E. living/learning community	Post-event student reflections	20 students, positive reflection comments	20 students, positive reflection comments	20 students, positive reflection comments
DisAbility Sports Festival	Post-event student reflections	325 student volunteers	375 student volunteers	455 student volunteers



**Goal 3: Promote a sense of civic responsibility in CSUSB students.**

Outcome: CSUSB students increase their understanding of the importance and relevance of governance systems.

Activities	Measures	Year 1 Results	Year 2 Results	Year 3 Results
Voter registration	Completed voter registration cards	program began in year 2	159 voter registration cards completed	325 voter registration cards completed
Coyote Pledge	Completed Coyote Pledge cards	program began in year 2	pledge cards created, advertising about the pledge	378 pledge cards completed
Leave Your Pawprint	Attendance, Post-event student reflections, social media posts	program began in year 2	designed t-shirts, planning and partnership development	200 students, positive reflection comments
Washington DC service learning internships	student and site host evaluations	program began in year 2	participants were very satisfied	participants were very satisfied
Week of Engagement	Attendance, social media posts	program began in year 3	program began in year 3	300 student volunteers

**CUMULATIVE FINDINGS:** (Please discuss the overall results of your SSI-funded program(s), project(s), etc. as they pertain to your original outcomes *over the course of the past three years*. What improvements should be made?)

Our original program goals were to assist CSUSB students in developing a greater level of social responsibility, and to assist CSUSB students in developing a greater understanding and appreciation of cultural and human differences. We have developed new programs to achieve those goals, and our assessment to date reflects those goals are being met. More students are accessing our resources, volunteering in the local community, applying for service-based awards, creating new service-focused student organizations, and taking the Coyote Pledge. ASI, Student Leadership and Development and Outdoor Recreation have expanded their volunteer service program offerings, providing new entry points for students to become involved in service. CSUSB students, faculty and staff continue to receive national recognition for their service learning/volunteer service efforts, including the Washington Center Higher Education Civic Engagement Award, President's Higher Education Community Service Honor Roll, and the President's Volunteer Service Award.

There is always room for improvement and expansion of these efforts, and we have added a third goal, new programming, and developed some programs to scale to address those needs. We have been good stewards with the funds we have received and have returned high quality programs to our students for the money they have invested in our office. It is our hope that these programs will become campus traditions as a direct enactment of the fifth goal of the campus' strategic plan.

**CHALLENGES:** (Please list any significant challenges encountered over the course of the past three years that have affected your ability to fully implement your intended activities or to reach your articulated outcomes. How did you address these challenges?)

**Funding:** The Office of Community Engagement does not receive money directly from SSI funds, but instead relies on the willingness of other offices to partner and share their allocation. We have experienced variations in the amount of money we have received from year to year, with one office completely defunding us in Year 3. It has been difficult to plan staffing and programs for upcoming years given the uncertain nature of the funding we will receive.

**Assessment planning:** All of the SSI programs we offer are in addition to the designated expectations for our office; we have in essence doubled our work load to serve our students. Students have been very receptive to all of our SSI programs, and they frequently report their satisfaction with our efforts. Unfortunately, we have not had the staff or the time to launch a comprehensive assessment plan for our SSI programs, but rather have focused on formative evaluation strategies to help us modify our pilot programs as we develop them to scale.

OCE will not receive any pass through SSI dollars after Year 3, so the only way to continue our programs is to receive a direct SSI allocation. Our hope would be to continue the current level of programming and implement a more comprehensive assessment plan to measure the results of our efforts.

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**LESSONS LEARNED:** (Please share any additional information you'd like regarding this area not covered above.)

We used a formative evaluation process to improve the quality and effectiveness of our SSI funded programs. Since the majority of our programs were new, we thought the most effective strategy would be to assess our efforts prior to the completion of the programs to address any components that needed adjustments. Formative evaluation encourages the process of reflective practice, which mirrors service learning theory. We utilized three strategies: rapid feedback, documentation, and planning evaluations to gather information about our programs and their effectiveness. Areas that were evaluated include program goals, timelines, marketing and outreach, student experience and partnership development.

Evaluation information was used to determine what was working, to make necessary changes during implementation, and to provide input to future planning and implementation. In general, most programs were effective as planned, but adjustments were made in marketing strategies and partnership development. We also wrote an additional goal for Year 2 to more accurately describe our intended outcome and added additional program offerings to enhance the student experience.

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**SUSTAINABILITY:** (Please explain how your department is planning for the continuation of your SSI-funded programs, projects, activities, etc.)

The Office of Community Engagement did not use SSI funds to support existing programs, but instead created new student success programs to meet the needs of our students and local communities. OCE will not receive any pass through SSI dollars after Year 3, so the only way to continue our programs is to receive a direct SSI allocation. We hope that the SSI Executive Committee will look favorably on our request for direct funding.

If we do not receive a direct SSI allocation, there are two programs that will continue for the 2014-2015 academic year. We have secured a small budget from the Chancellor's Office Academic Student Success Program to fund several one-time service learning experiences for first year students. While it will not be the same as Coyote Cares Day, these service learning experiences will provide one-time opportunities for some of our first year students. We will also continue to coordinate the Panetta Congressional Internship student selection process, as per President Morales' directive.

Our preference would be to receive SSI dollars allocated directly to our office or to receive baseline funding for these student engagement programs. A direct allocation would allow us to plan for the year instead of relying on the varying goodwill of other offices to share their allocation with us.

**2013-2014 Budget with Projected Expenses:**

<b>Expenditure Description</b>	<b>Outcome(s) Supported</b>	<b>Supported Activities</b>	<b>FTE</b>	<b>Amount</b>
Student Assistant wages (undergraduate and graduate student)	All Goals and Activities	All OCE SSI funded programs	1.0	20,843.00
Student Assistant benefits	All Goals and Activities	All OCE SSI funded programs		200.00
Communications	All Goals and Activities	All OCE SSI funded programs		200.00
Travel	Goal 1: Activity 4 Goal 2: Activity 1	Coyote Cares Day, Alternative Break		13530.86
General Supplies and Services	All Goals and Activities	All OCE SSI funded programs		45682.26
Student Service Learning Internship Stipends	Goal 3: Activity 2	Service Learning Internship Student Stipends from Summer Quarter, 2013. The stipends were paid in Year 3 due to normal processing timelines.		9,500.00

**TOTAL: \$89,956.12**

\*\*Please note that \$10,000 of Student Leadership and Development's pass through dollars will be returned due to a change in staffing needs for their office.